

Speciality Care (Addison Court) Limited

Addison Court

Inspection report

Addison Street
Accrington
Lancashire
BB5 6AG

Tel: 01254233821

Website: www.craegmoor.co.uk

Date of inspection visit:
09 May 2017

Date of publication:
30 May 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

The inspection took place on 9 May 2017 and was unannounced.

Addison Court is a nursing and residential care home registered to provide care for up to 50 people. Facilities for people who used the service were provided over three floors. The second floor was a small unit that cared for people living with a dementia. All of the bedrooms were of single occupancy and had access to ensuite facilities. There was easy access to a private garden with seating available for people during the warmer months.

The service had a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

We carried out an unannounced comprehensive inspection of this service on 5 and 6 February 2017. Breaches of legal requirements were found in relation infection control, premises and equipment, good governance and staffing. We also made recommendations in relation to the management of medicines and activities. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements. As there had been a previous breach of regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014 in relation to staffing we issued the provider with a warning notice. A warning notice specifies the timescale by which the registered person must comply.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements in relation to regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for (Addison Court) on our website at www.cqc.org.uk

All of the staff we spoke with all told us they had no concerns in relation to staffing in the home and all were positive about the changes the provider had made since our last inspection.

We checked duty rotas and staffing analysis to check to the numbers of staff that were available to support people's individual needs.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good 

The service was safe.

Staff told us that a 'break sheet' had been introduced which meant that all staff had allocated breaks.

Staff told us they had no concerns in relation to the staffing numbers in the home.

There was evidence that the provider had introduced a staffing needs analysis tool for each of the floors in the home to ensure sufficient staff was in place.

Addison Court

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 9 May 2017 and was unannounced. The inspection was carried out by two adult social care inspectors.

We also checked the information we held about the service since our last inspection. This included information we had received about any notifications we had received from the provider as well as the action plan submitted to the Commission since our last inspection.

During our inspection we undertook a number of different methods to check what actions had been made since our last inspection in relation to the staffing in the home. We spent some time observing how staff supported people who used the service in the public areas of the home. We looked at the duty rotas and staffing needs analysis.

To understand people's view of the staffing in the home we spoke with four people who used the service. We also spoke with all of the eight care staff on duty during our inspection, two registered nurses, a manager from another service within the company who was providing senior cover and the regional manager.

Is the service safe?

Our findings

People who used the service told us they felt enough staff were on duty to meet their needs. Comments included, "There are staff around when you need them, they are very good", "I am really happy here, the staff are lovely and come when I need them." One person who we spoke with at our last inspection about the staffing numbers told us at this inspection, "There are enough staff and they are good. You could always do with more."

At the last inspection we identified that the provider had failed to deploy sufficient numbers of staff to meet the needs of people living at the home.

We told the provider they must take action to protect people who used the service and issued them with a warning notice. A warning notice specifies the timescale by which the registered person must comply. At this inspection we saw improvements had been made.

All of the staff we spoke with discussed the staffing arrangements in the home and the positive changes that had taken place since our last inspection. Since our last inspection the provider had introduced a 'breaks sheet' that identified each staff member on duty daily and times they were allocated to take a break from their duties. Staff we spoke with said, "I have no concerns with the staffing numbers. We now have a 'break sheet' and we always get our breaks. The break sheet is really good and the nurses check we have been on break. There have been improvements since the last inspection; we work together as a team", "The break sheet is really working well, we get consistent breaks now and there is a nurse now on the top floor. It is calmer now knowing there is someone to help", "We have two staff on the top floor and one extra when needed. The nurses don't stay all day but do spend more time on the floor" and, "From this week a nurse is always on the top floor but we have been more of a presence since our last inspection. Staff are now getting breaks the break sheet works a treat. The communication is better. There is enough staff to meet people's needs."

We looked at duty rotas for the home and saw the system had changed to reflect the arrangements for staffing cover in the home. Duty rotas included staff allocations for each unit and included qualified nursing arrangements for the home. Where gaps in cover were identified amendments were seen that ensured all shifts were covered to maintain consistency of care for people who used the service.

Since our last inspection the provider had introduced weekly duty rota meetings. We looked at records which confirmed discussions around gaps in cover, sickness and holidays were held. Records were completed where gaps had been identified which demonstrated the actions taken by the home to ensure shifts were covered. These were shared with senior management.

We saw that the provider had also introduced a dependency tool for each floor of the home that had been completed regularly. Records confirmed that there was appropriate staffing numbers on each floor to ensure people received safe care from a full complement of staff.

During our inspection we observed staffing numbers in all areas of the home. However, one person who used the service told us that one of the communal areas of the home were at times left unattended. We saw staff responding to people's needs in a timely manner and all areas of the home appeared calm and relaxed.